

## Finance IT

### PeopleSoft WorkFlow Tip

I provided a change to approvers and was told it was complete but I am not seeing an approval that I expected OR I am still seeing a worklist approval that isn't mine. Why?

The issue is that these approvals had already been routed and in some cases may have even had some approval steps processed. So when approvers are changed for department(s), project(s), category..., they are changed from that point in time forward and for any approval steps forward; it does not affect steps already routed, which are pending. Worklist items are pending items, as seen here:

### Dept & Project Approval One

The screenshot shows a workflow step titled "Line 1: Pending" with the identifier "test3". A "+ Start New Path" button is visible in the top right. Below the title, the step is labeled "Approver One". A "Pending" status box is shown, containing a clock icon, the text "Multiple Approvers", and "Requisition Dept Approval 1". A "+ Add" button is located to the right of the status box.

However, future steps, notated by Not Routed, as seen below, will follow the updated approver change.

### Approver 2

The screenshot shows a workflow step titled "Line 1: Awaiting Further Approvals" with the identifier "test3". A "+ Start New Path" button is visible in the top right. Below the title, the step is labeled "Req Approver Dept (only)". A "Not Routed" status box is shown, containing a folder icon, the text "Multiple Approvers", and "SC Requisition Approver 2". A "+ Add" button is located to the right of the status box, and another "+ Add" button is located to the left of the status box.

In order for these pending transactions to be routed to the updated approver change, they must be restarted. Normally changing the transaction, including adding a comment at the line / distribution level, will force a restart in approval. You can also request a restart by sending an email with the Originator and/or Requester, Type and Number of the transaction to [PSWRKFLW@mailbox.sc.edu](mailto:PSWRKFLW@mailbox.sc.edu)